



Road Map to Billing Readiness in EIM/ESM

Each year, we welcome new provider organizations that use EIM/ESM to manage, report, and bill for services. This *Road Map to Billing Readiness in EIM/ESM* highlights the many resources that are available to help you bill in EIM/ESM—from training through your 'live' billing process.

Here is a list of both required and optional steps for preparing to use EIM/ESM...

Step	Step Overview	Step Details
Step 1 (required)	Complete computer based training in our PACE Learning Management System	Required to receive your Virtual Gateway Security User ID and role(s) *
Step 2 (optional)	Attend a Billing Workshop (pre-registration in PACE is required)	To get hands-on practice and understand how EIM/ESM fits with your current billing process
Step 3 (required)	Receive your Virtual Gateway Security User ID or new role(s)	Sent <i>after</i> CBT materials are completed
Step 4 (optional)	Attend a Billing Workshop (pre-registration in PACE is required)	To receive assistance as you perform live billing in EIM/ESM (participants must bring billing documents and Virtual Gateway User ID to the workshop)

We offer options for learning and working with EIM/ESM...

Resource (click links for more information)	Before you go live	After you go live
Computer Based (online) training courses in PACE (<u>required for all users</u>)	<input checked="" type="checkbox"/> Learn how to use EIM/ESM for online billing*	<input checked="" type="checkbox"/> Use as a refresher for any or all portions of the online billing process
Online User Guides, Job Aids, other materials	<input checked="" type="checkbox"/> Quick references for particular tasks will support you through your billing process	<input checked="" type="checkbox"/> Quick references for particular tasks will support you through your billing process
Billing Workshop (optional)	<input checked="" type="checkbox"/> Supplement the online training and provide hands-on practice in our training environment, or seek help taking the online training	<input checked="" type="checkbox"/> Perform your actual billing tasks in EIM/ESM with trainers and subject matter experts on hand for additional support*
Virtual Gateway Customer Service: 800-421-0938 Virtual Gateway Training Team: VirtualGatewayTraining@state.ma.us	<input checked="" type="checkbox"/> Select Option 4 to reach our Training Team or email us for help with an online course or registration	<input checked="" type="checkbox"/> Select options, as needed, to receive help from Customer Service with login or billing questions or additional training

* Your Security User ID should be received in approximately five business days of completing all CBT materials. Please contact Virtual Gateway Customer Service (number below) if yours is not received within this time frame.

Need more information?

You can get to EIM/ESM content quickly by entering www.mass.gov/vg/eimesm in your address bar.

Have EIM/ESM questions?

Call **Virtual Gateway Customer Service** at 1-800-421-0938.

A TTY line is available for the deaf and hard of hearing at 1-617-988-3301.

Excerpts from recent workshops...

"I attended two separate workshops and can't say enough about how great they were! Thank You."

"I think the staff that supports us is really good."

The session "...ensured I was able to submit my July invoice for payment in a timely manner."

The *Road Map to Billing Readiness in EIM/ESM* is sponsored by the Executive Office of Health and Human Services (EOHHS) Virtual Gateway. To learn more about the EIM/ESM service, please see the [Overview](#) on our web site